

Pendo.io, Inc. – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Pendo iOS App - Pendo.io, Inc.

Report Date: March 2026

Product Description: The Pendo iOS mobile SDK enables organizations to deliver in-app guidance, messaging, and analytics within their own iOS applications. End users interact with guides, tooltips, and other in-app experiences powered by Pendo, while product teams access Pendo via a separate web-based platform to configure and analyze these experiences.

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Notes: N/A

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Levels A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- VoiceOver/iOS
- Platform specific accessibility features

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.0	Level A - Yes Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.2	Level A - Yes Level AA - Yes Level AAA - No

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.x Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	iOS: Partially Supports	iOS: Non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include: Visually hidden content can still be accessed by keyboard or screen reader users.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	iOS: Supports	iOS: The product provides an alternative for time-based media that presents equivalent information for prerecorded audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A)	iOS: Supports	iOS: The product provides captions for prerecorded synchronized media (video with audio).
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	iOS: Supports	iOS: The product provides appropriate audio descriptions or a media alternative for prerecorded video media.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	iOS: Partially Supports	iOS: The product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: • Content functions as a heading but is not marked as a heading. • Controls are not grouped with their legend text, e.g., controls on the NPS Survey screen. • Meaningful content cannot receive VoiceOver focus on the Carousel.
1.3.2 Meaningful Sequence (Level A)	iOS: Supports	iOS: The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.
1.3.3 Sensory Characteristics (Level A)	iOS: Supports	iOS: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A)	iOS: Supports	iOS: The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.
1.4.2 Audio Control (Level A)	iOS: Supports	iOS: Audio content in the product that plays automatically can be muted, paused, or stopped using a control near the top of the screen, and/or allows the user to control the volume independently of system audio.
2.1.1 Keyboard (Level A)	iOS: Supports	iOS: The product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator.
2.1.2 No Keyboard Trap (Level A)	iOS: Supports	iOS: Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	iOS: Supports	iOS: The product uses character key shortcuts that can be turned off, remapped to non-printable keyboard characters (such as Ctrl, Alt, etc.), or that are active only when the intended component has focus.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A)	iOS: Supports	iOS: The product allows users to turn off, adjust, or extend time limits imposed for content before expiration.
2.2.2 Pause, Stop, Hide (Level A)	iOS: Supports	iOS: The product allows users to pause, stop, or hide moving, blinking, scrolling, or auto-updating content.
2.3.1 Three Flashes or Below Threshold (Level A)	iOS: Supports	iOS: The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	iOS: Supports	iOS: This success criterion does not apply to non-web software.
2.4.2 Page Titled (Level A)	iOS: Supports	iOS: Screens of the product provide titles that adequately describe their topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	iOS: Partially Supports	iOS: The product ensures that focusable components receive focus in an order that preserves meaning and operability. Exceptions include: The focus order is illogical on the tooltip after clicking (+).
2.4.4 Link Purpose (In Context) (Level A)	iOS: Partially Supports	iOS: The product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context. Exceptions include: The purpose of elements are not announced.
2.5.1 Pointer Gestures (Level A 2.1 only)	iOS: Supports	iOS: The product ensures functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture.
2.5.2 Pointer Cancellation (Level A 2.1 only)	iOS: Supports	iOS: The product ensures that functionality on pointer down-event is completed only when the user releases the pointer or allows the user to abort and/or undo the action.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only)	iOS: Supports	iOS: The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.
2.5.4 Motion Actuation (Level A 2.1 only)	iOS: Supports	iOS: The product ensures that functionality triggered by device or user motion can also be operated by conventional user interface components.
3.1.1 Language of Page (Level A)	iOS: Supports	iOS: The product ensures that the default human language used on each screen can be programmatically determined.
3.2.1 On Focus (Level A)	iOS: Supports	iOS: The product ensures that interface components do not initiate a change of context when receiving focus.
3.2.2 On Input (Level A)	iOS: Supports	iOS: The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.

Criteria	Conformance Level	Remarks and Explanations
3.2.6 Consistent Help (Level A 2.2 only)	iOS: Supports	iOS: Help mechanisms occur in the same order relative to other page content in the product.
3.3.1 Error Identification (Level A)	iOS: Supports	iOS: Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A)	iOS: Supports	iOS: Where user input is required, the product presents adequate labels or instructions for successfully providing that input.
3.3.7 Redundant Entry (Level A 2.2 only)	iOS: Supports	iOS: User information that is required to be entered again in the same process is made available to the user without the user having to re-enter information.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0, 2.1, and EN 301 549, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	iOS: Partially Supports	Web: The product ensures that user interface components have name, role, state, and value information that can be programmatically determined. Exceptions include: Interactive controls have no accessible names, e.g., the Submit button on the NPS Survey.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	iOS: Supports	iOS: The product provides real-time captions for live synchronized media (video with audio).
1.2.5 Audio Description (Prerecorded) (Level AA)	iOS: Supports	iOS: The product provides appropriate audio descriptions for prerecorded synchronized media (video with audio).
1.3.4 Orientation (Level AA 2.1 only)	iOS: Supports	iOS: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	iOS: Supports	iOS: This success criterion does not apply to non-web software.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	iOS: Partially Supports	iOS: Visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include: Text does not meet the required minimum color contrast ratio with its background, e.g., gray “Leave your feedback here” text on white background on the NPS Survey.
1.4.4 Resize text (Level AA)	iOS: Partially Supports	iOS: iOS: The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include: Content disappears, overlaps, or is cut off when the font size is increased by 200%, e.g., content on the NPS Survey.
1.4.5 Images of Text (Level AA)	iOS: Supports	iOS: The images of text contained in the product are essential and can be visually customized to user viewing requirements.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only)	iOS: Supports	iOS: The product allows for resizing of content to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.
1.4.11 Non-text Contrast (Level AA 2.1 only)	iOS: Partially Supports	iOS: Visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include: User interface components have a contrast ratio below 3.00:1, e.g., the Close button on the Carousel.
1.4.12 Text Spacing (Level AA 2.1 only)	iOS: Supports	iOS: This success criterion does not apply to non-web software.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	iOS: Supports	iOS: Content in the product that is triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA)	iOS: Supports	iOS: This success criterion does not apply to non-web software.
2.4.6 Headings and Labels (Level AA)	iOS: Partially Supports	iOS: Headings and labels provided in the product adequately describe the topic or purpose of the content with which they are associated. Exceptions include: Buttons have insufficiently descriptive accessible names.
2.4.7 Focus Visible (Level AA)	iOS: Supports	iOS: The product provides a visible indication of keyboard focus for elements on each screen.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	iOS: Partially Supports	iOS: When user interface components receive keyboard focus they are, at minimum, partially visible. Exceptions include: Focused elements are fully obscured by other content, e.g., placeholder text on the Tooltip.

Criteria	Conformance Level	Remarks and Explanations
2.5.7 Dragging Movements (Level AA 2.2 only)	iOS: Supports	iOS: When dragging movement is needed for operation the product allows the functionality to be accomplished by a single pointer without dragging.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	iOS: Supports	iOS: The size of targets in the product meet the requirements of this criterion.
3.1.2 Language of Parts (Level AA)	iOS: Supports	iOS: Where screens of the product contain text in multiple languages, the language used for each passage can be programmatically determined.
3.2.3 Consistent Navigation (Level AA)	iOS: Supports	iOS: The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.
3.2.4 Consistent Identification (Level AA)	iOS: Supports	iOS: This success criterion does not apply to non-web software.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA)	iOS: Supports	iOS: This success criterion does not apply to non-web software.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	iOS: Supports	iOS: The product does not cause financial transactions or legal commitments to occur. User-controllable data is checked before submission and can be reversed or revised after submission.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	iOS: Supports	iOS: The product provides assistance by allowing users to paste data and by properly applying autocomplete attributes on appropriate input fields to identify the input purpose.
4.1.3 Status Messages (Level AA 2.1 only)	iOS: Supports	iOS: This success criterion does not apply to non-web software.